

STANDARD TESTIMONY/CROSS QUESTIONS

1. Please provide the name, address, telephone and fax number of the person at your company that will be responsible for working with the Commission's Consumer Services Division for complaint resolution?

Lowell Pride
4212 W. Lawrence
Chicago, IL 60630
(773) 427-1700
(773) 427-8497 (Fax)

2. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.

NO

3. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including part 772.55(a)(1), Billing and Part 771.100(d) Notices?

YES

4. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

YES

5. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

YES

6. Who will provide customer repair service for your company?

Easy Call – Lowell Pride is contact person

7. How many people does the company employee?

21

OFFICIAL FILE

I.C.C. DOCKET NO. 00-0168
Apple Exhibit No. Cyprus

Witness _____

Date 4-13-00 Reporter JB

8. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

YES

9. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

YES

10. Does your company plan on filing to become an Eligible Telecommunications Carrier?

YES

11. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?

YES

12. Will your company offer all of the waivers associated with the Universal Telephone Service assistance Programs (UTSAP)?

YES

13. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

YES

14. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

YES

15. Has your company signed and returned the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?

YES

16. Please describe your company's internal process for complaint resolution, the escalation process within your company, and when a customer is notified that they may contact the Illinois Commerce Commission for assistance.

Our procedure is that when a complaint comes in the customer is forwarded to a Customer Service Representative. If the situation can't be resolved the call is then forwarded to the head of the customer service department. If the situation still requires resolution by upper management then the call is forwarded to the owner/president of the company. If the complaint remains unresolved, the customer is then given the address and phone number of the Illinois Commerce Commission.

17. Will the company file tariffs for all services and changes associated with providing local telephone service?

YES

18. How does your company plan to solicit customers once it begins to provide local service?

Through various media such as TV, newspaper, radio and also through our existing store locations.

19. Will your company abide by federal and state slamming laws?

YES

20. Has your company written guidelines to prevent the unauthorized slamming of local exchange customers?

YES

21. Has your company provided service under any other name?

NO

22. Have any complaints or judgements been levied against the company? (Instate, out-of-state, or FCC.)

NO

TESTIMONY/CROSS QUESTIONS FOR PREPAID LOCAL SERVICE

1. Will customers have the ability to sign up with any long distance company they choose?

NO

2. Will customers have the ability to use dial around long distance companies?

NO

3. Does the company have interchange authority in Illinois? If yes, please provide the docket number.

No, in process of filing.

4. Will customers have access to the Illinois Relay Service?

YES

5. Will customers be able to make 1-800 calls for free?

YES

6. Will the company offer operator service?

NO

7. Please describe how you plan to collect the monthly fee to be paid in advance.

Customers will purchase a pre-paid local dial tone phone card that will include all monthly fees.

8. Will customers' bills show a breakdown of services, surcharges, taxes, etc?

No. Customers will prepay for service by prepaid phone card.

9. Will customers get a receipt when paying the monthly fee?

YES

10. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?

YES. All installation fees and monthly charges will be included on first month's prepaid phone card. From time to time Easy Call will run promotions deferring the installation fee to the time of actual connection.

11. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in databases, such as 9-1-1, directory assistance, etc.?

In customer's name.

12. Will service be offered to the general public?

YES

13. Does the user receive a warning tone when the remaining value of service is about to cease? How much notice is given? If the customer is in the middle of a call will they be disconnected? Has the customer been made aware of potentially being disconnected during a call?

YES

FIVE DAYS

YES

YES, IT IS CLEARLY PRINTED ON BACK OF PHONE CARD

14. When does the timing of a call start?

When the call is answered.

15. If the person called does not answer, is any time deducted from the customer's account?

NO

16. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?

NO

17. When a customer runs out of time is their phone immediately disconnected or on suspension? Will they still be able to receive calls?

On suspension. No.

18. Are the Company's services available to TTY callers?

YES

19. Will customers be made aware of dispute procedures and their ability to come to the Illinois Commerce Commission for assistance?

YES

20. How will the company handle a complaint from a customer who disputes the amount of time used or remaining?

Will supply customer with daily usage records that are provided to EASY CALL from Ameritech.

21. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?

Band A or 8 mile radius.

22. Your company has requested a variance from 83 Ill. Adm. Code Part 735.180, Directories. How do you plan to provide directory services for your customers?

Will be contracting Ameritech for this service.

23. Who will provide repair service for your company?

EASY CALL

24. Has your company made arrangements with the incumbent local exchange company to collect and transition the ITAC monthly line charge?

YES

25. Will your company solicit, collect and remit to the UTAC the voluntary contributions that support the Universal Telephone Assistance Program?

YES

26. How does your company plan to solicit customers?

Through various media such as TV, newspaper, radio and also through our existing store locations.

CLEC PREFILED TESTIMONY/CROSS QUESTIONS FOR 911

1. Please provide the name, address, telephone and fax number of the 911 contact person for your company.

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2. Will your company insure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

YES

3. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

YES

4. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

YES

5. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

Lowell Pride along with Ameritech

6. How often will your company update the 911 database with customer information?

On daily basis as customers are signed up.

7. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?

Does not apply because of resale status.

8. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

Ameritech will collect for us.

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9. Will your company's proposal require any network changes to any of the 911 systems?

NO

10. Will your company be able to meet the requirements specified under Part 725.500 (0) and 725.620(b) for the installation of call boxes?

NO

11. Does your company plan to file for a waiver of Part 525.500 (0) and 725.620(b) in the future?

NO

FINANCIAL QUESTIONS

Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?

It would be unduly burdensome for our company to have two sets of books.

1. Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?

Yes, we agree to adhere to "GAAP" principles and provide audited financial statements.

2. Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

Yes, our accounting system will be able to supply accurate and detailed reports in order to portray operating results and an accurate picture of our financial condition.

3. Will applicants accounting procedure maintain or improve uniformity in substantive results as among similar telecommunications companies?

Our accounting procedures will maintain uniformity in substantive results as among other similar Telephone companies.

4. Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?

Yes, all our accounting records are maintained at the highest detail level possible.

5. Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?

Currently our accounting system can provide any level of detail. If we currently do not have the accounts needed, they can easily be added.

6. If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?

Yes, we do agree to provide annual audited financial statements.

7. Does applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?

Yes, we understand completely that the waiver of Part 710 does not excuse us from complying with future commission rules or amendments to Part 710 which would allow us to calculate all applicable taxes.